

DOCUMENT RESUME

ED 437 951

IR 057 580

TITLE New York State Forum for Information Resource Management: 1998-1999 Annual Report.

INSTITUTION New York State Forum for Information Resource Management.

PUB DATE 1999-00-00

NOTE 27p.

PUB TYPE Reports - Descriptive (141)

EDRS PRICE EDRS Price MF01 Plus Postage. PC Not Available from EDRS.

DESCRIPTORS *Agency Cooperation; Annual Reports; Cooperative Programs; *Information Management; *Information Policy; Information Scientists; *Information Technology; Institutional Cooperation; Nonprofit Organizations; *Policy Formation; Program Descriptions; *State Government; Statewide Planning

IDENTIFIERS Electronic Commerce; *New York

ABSTRACT

This annual report of the New York State Forum for Information Resource Management begins with a section that summarizes key activities for 1998-99, including partnerships with other organizations, sessions on the use of information in government and information security, programs on the challenges of electronic commerce for government, contingency planning for Y2K, workforce planning in New York State government, tracking information management developments related to welfare reform, development of information technology standards for the state, other policy related work, and networking among various professional organizations and individuals. The second section examines the following six priorities and related objectives for the coming year: (1) identify the business value of information technology; (2) support electronic commerce development; (3) promote local and state information professional cooperation and information exchange; (4) research emerging information policy, management, and technology trends; (5) provide and promote ongoing IRM (Information Resource Management) education; and (6) facilitate professional networking. Lists of constituent agencies and executive committee members are included. (MES)

ED 437 951

IR

New York State Forum for Information Resource Management

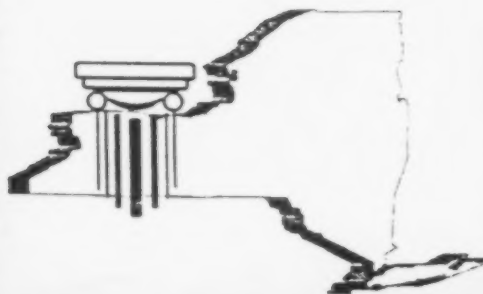
PERMISSION TO REPRODUCE AND
DISSEMINATE THIS MATERIAL IN MICROFICHE,
AND IN ELECTRONIC MEDIA FOR ERIC
COLLECTION SUBSCRIBERS ONLY,
HAS BEEN GRANTED BY

M. Cooper

2A TO THE EDUCATIONAL RESOURCES
INFORMATION CENTER (ERIC)

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION
CENTER (ERIC)

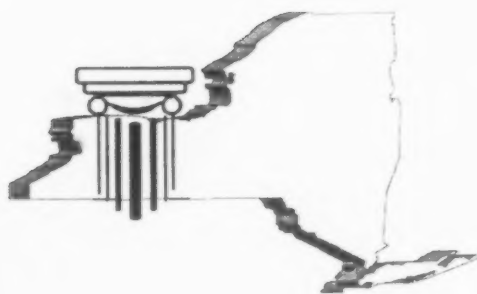
- ☒ This document has been reproduced as received from the person or organization originating it.
- ☐ Minor changes have been made to improve reproduction quality.
- Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.



IR057580

1998 - 1999 Annual Report

BEST COPY AVAILABLE



*Innovations in information resource management
to support government*

Dear Colleague:

We recently took our oldest daughter to college. Within the first week we received e-mail from her nearly every day, and she even left voicemail on my internet e-mail account. It's a far cry from 25 years ago, when it was an agonizing few days before letters starting appearing in my college mailbox.

Change is a factor in our lives, and nothing has changed more dramatically than information technology. The Forum was created as a way for government IT folks to commiserate about all this change. Each year, the issues grow more fascinating. This past year was no different.

Electronic commerce is the hottest of topics, and the Forum's Electronic Commerce Standing Committee held a symposium in May designed to highlight the issue with state agencies and the legislature. The Committee helped the State Office for Technology keep the spotlight on State agency concerns about e-commerce. The result was passage of the State Technology Act, which provides a framework for implementation of digital signatures and the use of electronic records in public and private transactions.

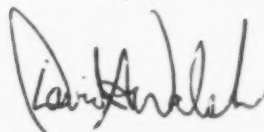
The Forum also leads an effort to identify and itemize the business value of information technology in the public sector. A Working Group on Cost Accounting for IT has been created, and its first task is to recommend a method of cost accounting for government expenditures on information technology.

The Forum expanded our outreach to other governmental organizations. The Standing Committee on Local Government held a successful first session, drawing representatives from all levels of government across the state. We designated the Office for Technology and the Center for Technology in Government as ex-officio members of the Executive Board.

The Forum staff was not spared from change this year. Jim Feck joined the staff and made an immediate impact by giving the Forum's Web site a major uplift. Our annual survey was done entirely on-line. Terry, Rebecca and Jim do an outstanding job to keep the Forum on task.

Scores of people deserve accolades for making this a successful year. The Executive Board is a dynamic group of individuals who bring great talents — and strong direction — to the organization. My fellow officers, Alex Roberts and Bob Kelly, reflect that leadership. I thank all of them for their contributions.

Sincerely,

A handwritten signature in dark ink, appearing to read "David Walsh", with a stylized, cursive script.

David Walsh

Who We Are

The New York State Forum for Information Resource Management is a nonprofit membership organization formed in 1987. We operate under the charter of the Research Foundation of the State University of New York, and are housed at the Rockefeller Institute of Government.

It is the mission of the New York State Forum for Information Resource Management ("the Forum") to promote policies and practices for effective use and management of information resources in New York State Government.

1998-99

Partnering for Change

In 1998-99, the Forum's activities focused on our three traditional roles in New York State's governmental community: education, research and networking in the area of information management and technology. As always, our activities have involved partnerships with both public and private entities. The following summary of key activities underscores the importance of collaboration and cooperation.

Helping Information Professionals Keep Pace

On the education front, the organization continued its long-standing partnership with the Center for Technology in Government. This year, we helped manage two sessions highlighting the use of information in government. The topics covered included Dealing with Data and Information Use Tools and Skill Sets. In the coming months we will cosponsor the third session in this series, on the rules that govern the use of information in government.

Another key partner in education in 1998-99 was the Office for Technology. Our organizations

cosponsored the 2nd Annual Security Day, a day-long session on information security that included speakers from more than 20 private and public organizations. Our organizations also cohosted an Information Security Officers roundtable in June, 1999, to train state information security officers in their new roles.

Education on Electronic Commerce continued during the past year. On May 4th and 5th, the Forum sponsored programs for state information and program professionals, executive staff, and state legislators on the challenges of Electronic Commerce for government. Bill Myers, the President of the United States Internet Council, was the keynote speaker.

Finally, the Forum partnered with Keane Consulting on contingency planning for Y2K and with Gartner Group on topics of particular interest to State and Local Chief Information Officers (CIOs). CIO topics for the 1998-99 year included Legacy-Browser Integration and Help Desk/Call Center Total Cost of Ownership.

Research Across Organizations

In 1998-99, the Forum continued its work to promote effective workforce planning in New York State government. Our participation in a statewide project to develop Project Management expertise

was a direct outgrowth of our previous workforce planning white papers and proposals for changes to IT workforce planning and management, undertaken in cooperation with the Interdepartmental Committee on Electronic Data Processing (ICEDP).

As part of a 21 state study on welfare reform being carried out by the Rockefeller Institute with funding from the Kellogg Foundation, Forum staff have been actively involved in tracking information management developments related to welfare reform. This activity has included a partnership with the federal General Accounting Office, focused on researching the evolution of welfare information systems to support welfare reform. The Forum and the Rockefeller Institute are also conducting research on the impact of Welfare Reform in conjunction with the New York State Office of Temporary and Disability Assistance and the New York State Department of Labor.

Other policy related activities included our ongoing partnership with the Office for Technology (OFT) and ICEDP to develop and maintain IT standards for the state. During the past year, we drafted the *Field Guide to Knowledge Management*, which serves as an outline for agencies contemplating projects involving data warehousing technology. Other policy work included active participation on several OFT workgroups, most notably related to information security and internet policy, and a workgroup on rationalizing IT costs in

government. The two newest Forum Standing Committees on Electronic Commerce and Local Government are generating wide interest and participation, and have led to the drafting of two white papers for general distribution during the coming year.

Spreading The Word

Finally, the Forum continued its decade-long tradition of serving as a means of networking among the various professional organizations and individuals involved in state and local government. This was accomplished through monthly publication of the *Open Forum* and cosponsorship of the Network and Management Special Interest Group and Webmasters Guild. In addition, we have completely redesigned our web site for better member navigation and interaction.

Strategic Steering: Setting the Direction for the Coming Year

On July 9th, 1999, the Forum Executive Committee and members met at the Rockefeller Institute to review the past year's programs and set strategic directions for the coming year.

This annual event, which includes a review of past year's accomplishments, analysis of member responses to the annual member's survey, and a look forward to the challenges of information resource management in the coming years, has always generated lively and thoughtful discussion. This year, as in previous sessions, the program also provided a clear sense of where the Forum's directions should be strengthened, modified, or changed to meet the shifting demands of state information resource management.

Six clear priorities emerged from the session. They were:

- Identify the business value of Information Technology.
- Support Electronic Commerce development.

- ≈ Promote local and state information professional cooperation and information exchange.
- ≈ Research emerging information policy, management and technology trends.
- ≈ Provide and promote ongoing IRM education.
- ≈ Facilitate professional networking.

These goals are broad and could encompass a wide variety of information management topics. Part of the task of the strategic planning session was to narrow our areas of interest to focus on key issues.

Identify the Business Value of Information Technology

In 1998-99, the Forum established a work group to study the issue of government spending for information technology. The early focus of the group has been to identify several issues that impact on decisions about technology spending, and to begin the process of developing data standards for information technology expenditures.

Participants in the strategic planning process recommended a broadening of this area of study to

include related topics such as:

- ≈ Determining the business value of information technology, including use of techniques for quantifying the costs and opportunities related to IT procurements.
- ≈ Making the case for technology purchases through alignment of business goals with IT planning, and overall program and project management.
- ≈ Evaluating and selecting IT project proposals, and evaluating project effectiveness through the use of performance standards.
- ≈ Recommending mechanisms for alternative financing and governance of technology projects, particularly those that cross agency boundaries.
- ≈ Identifying best practices in government procurement (including "lease vs. buy" decisions) and vendor partnering.

Support Electronic Commerce Development

In 1998, the Forum established the Electronic Commerce Standing Committee as an outgrowth of

a Government Electronic Commerce Symposium we cosponsored with the Office of General Services, the Office for Technology, and the Office of the State Comptroller. Strategic planning participants recommended continuation of the Electronic Commerce committee's work and expansion of its focus to include:

- A policy paper, directed at state decision makers, underscoring the policy and legislative challenges of electronic commerce, and recommending actions that could be taken by executive and legislative staff to support appropriate electronic commerce development.
- Education to underscore the need to align electronic commerce with overall business goals and practices, and to modify organization workflow accordingly.
- Partnering with innovative e-commerce vendors to educate state and local government staff about emerging e-commerce technical and management trends.

Promote Local and State IT Professional Cooperation and Information Exchange

In June, 1999, the Forum held the first meeting of the Local Government Standing Committee.

This group, which represented a wide spectrum of state and local government program and technology practitioners, outlined a series of priorities for future research, education and information exchange. Their ideas were endorsed by strategic planning participants, who also recommended that the Forum:

- ≈ Facilitate information sharing among local governments about electronic commerce initiatives.
- ≈ Focus on issues of common concern across local and state agencies in the area of personnel recruiting, testing, training and retention.
- ≈ Facilitate a State/Local government CIO forum, to help IT professionals air their concerns and promote cross-government communication.

Research Emerging Information Policy, Management and Technology Trends

The Forum has traditionally provided research services to its membership to highlight areas where policy, management and technical changes may affect the way government operates. Upcoming areas for study recommended by the planning group include:

- ∞ Balancing information confidentiality, open government and the need for citizen access to government information.
- ∞ Expanding on the information provided by state IT "report cards" to determine the political, economic, managerial and technical conditions that support or impede effective use of IT for government.
- ∞ Workforce management, including how to attract and retain talented IT workers and how to blend external and internal staff effectively.
- ∞ Determining what citizens really want from government web sites, and whether government information should be offered "for free or fee."

Provide and Promote Ongoing IRM Professional Education

One of the Forum's activities from its inception has been to provide education of its membership on current and emerging trends in information management. Topics for focus each year are developed from responses to member surveys and strategic planning deliberations. The key areas of focus in 1999-2000 are Web-based Government, Technologies to Support Business, User Support,

Human Resources Management, Policy and Planning, and Citizen Use of Information. The group also recommended that further educational services be offered to legislative staff to help improve their knowledge of information management concepts and the issues that might impact on legislative development and decision making in this rapidly evolving arena.

Facilitate Professional Networking

One of the core functions of the Forum has been to promote networking and information exchange among information professionals. This is achieved through mechanisms such as educational programs, Forum Special Interest Group meetings, the *Open Forum* newsletter, various Forum listservs and mailing lists, and the organization's web site.

Strategic planning participants stressed the importance of this activity, and recommended a variety of mechanisms to achieve this goal. Key recommendations were to:

- Develop an overall web strategy that targets key groups and promotes information exchange. Components of the web site could include: 1) on-line development, maintenance, and access to information about agency platforms and key technologies to update *Information Resource*

Directory information; 2) controlled on-line access to the member database, which would include information on member areas of expertise and interest; 3) a variety of on-line forums to support Special Interest Groups, working groups, and committees of the Forum; and 4) a training clearinghouse, so that agencies can share information about training opportunities, resources and needs.

- ⌘ Revitalize the Institutional Representative (I-Rep) network, through recruitment of new I-Reps and special functions to attract I-Reps.
- ⌘ Continue networking with other IRM professional groups in the state, including OFT, ICEDP, CTG, and the Local Government IT Directors' group.
- ⌘ Continue and expand the Network and Management Special Interest Group and Webmasters Guild to focus on many of the topics identified by members as key educational needs. Include more hands-on demonstrations and information sharing about topics like web accessibility, information security, web publishing skills, web-database integration, electronic commerce tools, and web navigation aids.

Membership and Organization

To carry out all these activities, the Forum relies heavily on the expertise and commitment of our membership. Our active agencies and individuals represent the foundation of the organization's structure, and its strength in meeting the myriad challenges of information resource management.

In 1998-99, the organization included 2,000 individual members from among state agencies, local governments and nonprofit organizations. The organization is led by a 23 member Executive Committee consisting of 14 elected and nine *ex officio* members representing key information management and control agencies. The Forum is supported by three full time staff and an annual budget of \$250,000.

Membership

As a membership organization, the Forum is especially proud of the commitment of its organizational and individual members who committed resources and countless volunteer hours to support the organization's activities.

The following lists the Forum's constituent agencies with the number of individual members enrolled from each organization. During 1998-99 membership grew from 1,772 to 2,000 individuals, an increase of 13% over the previous year.

Agency Members

Adirondack Park Agency	5
Advocate for Persons with Disabilities	5
*Agriculture & Markets	14
Assembly	21
Athletic Commission	1
Board of Elections	6
Board of Law Examiners	1
Capital Defender Office	1
Commission on Cable Television	1
Commission on Correction	1
Commission on Investigation	2
Commission on Judicial Conduct	1
Commission on Quality of Care	7
Commission on Science & Technology	1

Consumer Protection Board	3
Council on Children & Families	2
Council on the Arts	3
*Court Administration	11
Court of Appeals	1
Crime Victims Board	6
Department of Banking	2
*Department of Civil Service	51
Department of Correctional Services	21
Department of Environmental Conservation	43
Department of Health	78
Department of Labor	61
Department of Law	25
*Department of Motor Vehicles	52
*Department of State	39
*Department of Taxation & Finance	111
*Department of Transportation	69
*Division of Budget.....	19
*Division of Criminal Justice Services	53
*Division of Housing & Community Renewal	70
Division of Human Rights	7
Division of Military & Naval Affairs	21
Division of Parole	6
Division of Probation	2
Division of Veterans' Affairs	3
*Dormitory Authority	15
*Empire State Development	15
Energy Research & Development Authority	1
Environmental Facilities Corporation	2
Ethics Commission	1
Executive Chamber	5
Governor's Office	1
*Governor's Office of Employee Relations	15
Governor's Office of Regulatory Reform	2
Governor's Traffic Safety Commission	1

*Higher Education Services Corporation	25
Human Services Application Service Center	19
Inspector General	1
*Insurance Department	18
Jacob K. Javits Convention Center	1
Lake George Park Commission	1
Legislative Bill Drafting Commission	2
Legislative Commission on Public Management Systems	1
Legislative Commission on Rural Resources	1
Legislative Commission on Solid Waste Management.	1
Legislative Commission on State/Local Relations	1
Metropolitan Transit Authority	1
Office of Alchoholism & Substance Abuse Services	44
*Office of Children & Family Services	20
*Office of General Services	53
*Office of Mental Health	61
*Office of Mental Retardation & Developmental Disabilities	40
Office of Parks, Recreation & Historic Preservation ...	5
*Office of Real Property Services	31
*Office of Temporary & Disability Assistance	60
Office of the Attorney General	3
Office of the Special Prosecutor for Medicaid Fraud ...	1
*Office of the State Comptroller	108
- State & Local Retirement System	10
Office for Technology	9
*Office for the Aging	21
Office for the Prevention of Domestic Violence	1
Port Authority of New York & New Jersey	4
Public Employee Relations Board	3
Public Service Commission	21
*Racing & Wagering Board	4

*Senate	22
State Communities Aid Association	1
*State Education Department	116
State Emergency Management Office	2
State Insurance Fund	11
State Liquor Authority	4
State Lottery	14
*State Police	12
State University of New York	115
- Campus Locations	
Albany	41
Brooklyn	1
Buffalo	2
College of Optometry	1
Empire State College	1
Farmingdale	1
Oswego	1
Plattsburgh	1
Stony Brook	7
Syracuse	3
Utica	2
- Center for Legislative Development	1
*- Center for Technology in Government	22
- Construction Fund	2
- Research Foundation	6
*- System Administration	23
*Teachers' Retirement System	11
Temporary State Commission on Lobbying	3
Thruway Authority	24
Treatment Alternatives to Street Crimes	1
Tug Hill Commission	1
*Workers' Compensation Board	16

Affiliate Members

Albert R. Mann Library, Cornell University	1
City of Albany	1
City of Elmira	1
City of Niagara Falls	1
City of Rye	1
City of Troy	1
City of Utica	1
City of Yonkers	1
*New York City DoITT	12
New York City Office of Technology	1
*New York State/Local Government IT Directors Association	140
Albany County	7
Allegany County	2
Broome County	3
Cattaraugus County	3
Cayuga County	2
Chautaugua County	3
Chemung County	2
Chenango County	2
Clinton County	2
Columbia County	2
Cortland County	1
Delaware County	2
Dutchess County	2
Erie County	6
Essex County	2
Franklin County	2
Fulton County	3
Genesee County	2
Greene County	3
Hamilton County	1
Herkimer County	2

Jefferson County	2
Lewis County	1
Livingston County	2
Madison County	4
Monroe County	3
Montgomery County	2
Nassau County	5
Niagara County	1
Oneida County	2
Onondaga County	2
Ontario County	2
Orange County	2
Orleans County	2
Oswego County	2
Otsego County	2
Putnam County	1
Rensselaer County	2
Rockland County	2
Saratoga County	3
Schenectady County	3
Schoharie County	5
Schuyler County	1
Seneca County	2
St. Lawrence County	3
Steuben County	2
Suffolk County	2
Sullivan County	3
Tioga County	2
Tompkins County	2
Ulster County	6
Warren County	1
Washington County	1
Wayne County	2
Westchester County	4
Wyoming County	2
Yates County	3

State of New Jersey, Department of Treasury	1
Students	11
Tax Receivers & Collectors Association	1
Town of Liberty	1
Town of Poestenkill	1
United States Postal Service	1
Village of Hemstead	1
Village of Scarsdale	1
Miscellaneous	10

Total Membership 2,000

*Dues paying agencies as of August, 1999.

1998 - 1999 Executive Committee

Chair, David Walsh, *Senate*

Vice-Chair, Alexander Roberts, *DCJS*

Secretary/Treasurer, Robert G. Kelly, *DHCR*

Ric Barre, *Civil Service*

Ronald Cooke, *State Police*

Gail Croteau, *OMRDD*

Sharon Dawes, *CTG*

Edward J. DeFranco, *DCJS*

F. Michael Donovan, *DOT*

Paul Fisk, *DOB*

Stanley France, *Schoharie County*

Roman Hedges, *Assembly*

Norman J. Jacknis, *Westchester County*

Allan V. Kotmel, *Teachers' Retirement System*

Alan S. Kowlowitz, *SED*

Paul Maguire, *OASAS*

Brian G. Maybee, *OSC*

Richard J. Melita, *SED*

Eugene Pezdek, *WCB*

Peter L. Poletto, *OFT*

Mary Redmond, *State Library*

Thomas Ruller, *SED*

Brian Scott, *DOH*

Ruth Walters, *OSC*

Staff

Terrence A. Maxwell, *Executive Director*

Rebecca J. Buchner, *Executive Assistant*

James D. Feck, *Information Analyst*

*New York State Forum
for Information Resource Management*

Rockefeller Institute of Government

411 State Street

Albany, New York 12203-1003

Phone: (518) 443-5001

Fax: (518) 443-5006

E-mail: info@nysfirm.org

www.nysfirm.org

BEST COPY AVAILABLE

27